

Central Valley Children's Services Network F.I.N.D. Care Referral Policy

Revised May 2025

Purpose

F.I.N.D. Care, a program of Central Valley Children's Services Network (CSN), is Fresno County's Resource and Referral (R&R) agency funded by the California Department of Social Services. We provide free child care referrals and information to families, and support to licensed and license-exempt child care providers. Our mission is to promote informed parental choice, access to quality care, and child care provider support across our community.

Referral Policy Overview

1. Availability of Services

Free child care referral services are available Monday through Friday, 9:00 AM to 5:00 PM, via phone, in-person, text messaging, and through our online parent portal.

2. Parental Choice

We believe all children deserve safe, quality care. Our role is to support parental choice by providing accurate and current information. We do not make recommendations.

3. Types of Care Offered

Referrals include:

- Licensed family child care homes and centers in good standing
- License-exempt programs (e.g., parent co-ops, community centers, recreation programs)
- Information about TrustLine for license-exempt in-home care

4. Information Collected for Referrals

F.I.N.D. Care staff will collect necessary information to match families with appropriate care, such as:

- Location preferences and cross streets
- Number and ages of children
- Type of care and schedule needed
- Language, transportation, subsidy eligibility, and any special needs

5. Number and Format of Referrals

Families will receive a minimum of four provider referrals, when available. Each referral includes the provider's name, phone number, and facility number. Addresses are excluded to protect confidentiality.

6. Parent Education

Parents receive access to our guide "Child Care: Sorting Out What You See" and are encouraged to visit providers, ask questions, and check provider licensing history.

7. Licensing Transparency

Parents are informed of their right to review licensing records for any licensed provider through the [Community Care Licensing Transparency Website](#), per Oliver's Law.

8. Complaint Procedure

- Non-safety complaints (e.g., fee disagreements) are referred back to the provider.
- Safety-related or licensing complaints are documented, and the parent is directed to report to Community Care Licensing or CPS.

Central Valley Children's Services Network F.I.N.D. Care Referral Policy

Revised May 2025

- Serious complaints may result in a temporary suspension of referrals pending investigation.

9. Technology Use

Families and providers may receive communication and referral updates via:

- Email
- SMS/text
- Online portal (parent/provider login)
- Printed materials by mail

10. Tracking and Updating Provider Data

Provider data is updated annually or as needed. Providers are encouraged to submit changes monthly and must attend a provider orientation. Referral counts per provider are tracked through MCCP.

11. Complaint and Removal Process

Providers may be made inactive or removed for:

- Licensing violations, probation, TSO, revocation
 - Unsafe practices or discrimination
 - Inactivity or failure to update records for 6+ months
 - Abuse of referral services
- Providers may appeal in writing within 10 business days.

12. Confidentiality and Non-Discrimination

All client information is confidential. CSN does not discriminate based on race, creed, religion, national origin, ancestry, sex, age, disability, or income level.

13. Policy Availability

This policy is available on our website and upon request by families or providers.

Staff Training: R&R staff receive regular training on referral policies, licensing updates, cultural responsiveness, and systems used to ensure accurate and equitable service.

This policy is subject to revision.

For questions or referrals, please contact:

F.I.N.D. Care at CSN

(559) 456-8195

www.cvcsn.org